

WINDSTREAM COMMUNICATIONS ANNUAL REPORT

FOR THE STATE OF

New Mexico

State of Respondent

6/26/2012

ETC's Included In This Report

	LEGAL ENTITY NAME	SAC
ETC#1:	Valor Telecommunications of Texas, LLC	491164
ETC#2:	Valor Telecommunications of Texas, LLC	491193
ETC#3:		
ETC#4:		
ETC#5:		
ETC#6:		

Person to contact for questions:

Name: Jeff Heacox
Phone Number: 501-748-5390
E-mail Address: jeff.l.heacox@windstream.com



For The Year Ended December 31, 2011

TABLE OF CONTENTS

Schedule

- General Information
- #1 Five Year Progress Report
- #2 Detailed Outage Report
- #3 Unfulfilled Request Report
- #4 Number of Complaints per 1,000 Report
- #5 Service Quality and Emergency Situation Certification
- #6 Company Price Offering Report
- #7 Holding and Operating Company Report
- #8 Tribal Land Information
- #9 Areas With No Terrestrial Backhaul Certification
- #10 Residential Local Service Rates Report
- Annual Report Certification

GENERAL INFORMATION

1. The enclosed reports are being filed with the Office of the Secretary of the Commission, with the Administrator (USAC), the relevant state commissions, and relevant authority in a U.S. Territory, or Tribal governments, as appropriate pursuant to WC Docket No. 10-90.
2. The enclosed information satisfies the requirements included in 47CFR 54.314 and is being provided to:

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of The FCC Secretary
445 12th Street, SW
Washington, D.C. 20554

Universal Service Administrative Company
2000 L Street N.W. Suite 200
Washington, DC 20036
hcfilings@usac.org

Tribal Government as appropriate

3. The Windstream officer signing the certifications included in this report is:

Name: John Fletcher
Title: General Counsel

Report 1 - Five-year Progress Report

§ 54.313(a)(1) A progress report on its five-year service quality improvement plan pursuant to 54.202(a), including maps detailing its progress towards meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information shall be submitted at the wire center level or census block as appropriate;

Response: This requirement is not effective until April 1, 2013 per FCC DA 12-147 II.A.7.

Report 2 - Detail Outage Report

§ 54.313(a)(2) Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

- (i) At least ten percent of the end users served in a designated service area; or
- (ii) A 911 special facility, as defined in 47 CFR 4.5(e).
- (iii) Specifically, the eligible telecommunications carrier's annual report must include information detailing:

- (A) The date and time of onset of the outage;
- (B) A brief description of the outage and its resolution;
- (C) The particular services affected;
- (D) The geographic areas affected by the outage;
- (E) Steps taken to prevent a similar situation in the future; and
- (F) The number of customers affected.

Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
491164	12-May-11	12:20 PM	NN_HBBS NM_HBBN SITE CURRENTLY HAS NO DIALTONE NM_CRLB - MMN:SYP99- DLU EXT DLU10 LN14	blown fuse replaced	Local	HBBSNMXB	Replaced faulty hardware	8,918
491164	09-Dec-11	12:24 PM	FOT3 CRLB C EXTERNAL ALARM DLU NM_ESPN_NMLYBK MMN:DLU60 SYSTEM	Local tech Randy reseated primary span card.	Special	CRLBNMXA	Replaced faulty hardware	672
491193	01-Jan-11	8:21 PM	OPERATOR (RLS 373 is down) NM_ESPN_NMTRCH MMN:LG160-1600 IDT	Win Tech SD fixed the cable problem. Verified Dial Tone.	Local	LYBKNMXC	Replaced faulty hardware	85
491193	10-Jan-11	5:10 PM	COMMUNICATIONS CHANNEL FAILURE (RLS 362)	contractor and co tech repaired op facilities - alarm condition cleared and service restored to remote.	Local	TRCHNMXC	Repaired or replaced cut cable	499
491193	13-Jan-11	12:44 AM	NM_ESPN LGC.0015:LGC=335-00 IS OUT OF SERVICE NM_ESPN:PWR.0060:RGR =374-09 POWER FAILURE DETECTED	RESTORED TO SERVICE 02:45 EDT CASUED BY LOSS OF POWER RELOADED LGC 335 COMMERCIAL AC RESTORED IN THE AREA;ALSO	Local	ELRTNMXC	Replaced faulty hardware	458
491193	11-Mar-11	3:43 AM	CORE_ENV/MMN:SYP99- EX EXT EXCHLN19 SSMP	DEFECTIVE POWER SUPPLY CHANGED OUT	Local	CUBANMXC	Replaced faulty hardware	180

Report 2 - Detail Outage Report

§ 54.313(a)(2) Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

- (i) At least ten percent of the end users served in a designated service area; or
- (ii) A 911 special facility, as defined in 47 CFR 4.5(e).
- (iii) Specifically, the eligible telecommunications carrier's annual report must include information detailing:

- (A) The date and time of onset of the outage;
- (B) A brief description of the outage and its resolution;
- (C) The particular services affected;
- (D) The geographic areas affected by the outage;
- (E) Steps taken to prevent a similar situation in the future; and
- (F) The number of customers affected.

Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
491164	12-May-11	12:20 PM	NN_HBBS NM_HBBN SITE CURRENTLY HAS NO DIALTONE	blown fuse replaced	Local	HBBSNMXB	Replaced faulty hardware	8,918
491193	28-Mar-11	10:09 AM	NM_RUDS_NMRUDD DS1.0001:LSC=360 BOTH MESSAGE SPANS ARE OUT OF SERVICE	per Tomas--had no pwr on side y of RLS 359--when the GENR started up the online LSCs loaded and in frame 359 having no power to the y side the mdc would not restore. Angelicka/ECSC called SSTC	Local	RDDWNMXC	Replaced faulty hardware	1,631
491193	01-Apr-11	3:50 AM	NM_ESPN: E911 OUTAGE / Rio Arriba Co	to say outage caused by MOP 033011141518.	E911	ESPNNMXC	Scheduled Outage	32,012

Report 2 - Detail Outage Report

§ 54.313(a)(2) Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

- (i) At least ten percent of the end users served in a designated service area; or
- (ii) A 911 special facility, as defined in 47 CFR 4.5(e).
- (iii) Specifically, the eligible telecommunications carrier's annual report must include information detailing:

- (A) The date and time of onset of the outage;
- (B) A brief description of the outage and its resolution;
- (C) The particular services affected;
- (D) The geographic areas affected by the outage;
- (E) Steps taken to prevent a similar situation in the future; and
- (F) The number of customers affected.

Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
491164	12-May-11	12:20 PM	NN_HBBS NM_HBBN SITE CURRENTLY HAS NO DIALTONE	blown fuse replaced NM_RUDD NM_RUDD RSU 34 SITE IS TOLL ISOLATED/WORKED WITH THOMAS ON THE SITUATION;DETERMINED THAT THE SITE DID NOT HAVE DIALTONE;GENERATOR IS SCHEDULED TO RUN ON MONDAYS;GENERATOR TRANSFER SWITCH ROUTINE, DID NOT WORK CORRECTLY;ALSO THE BATTERIES DID NOT H	Local	HBBSNMXB	Replaced faulty hardware	8,918
491193	18-Apr-11	10:11 AM	NM_RUDD NM_RUDD RSU 34 SITE IS TOLL ISOLATED	Per Sonny, (Windstream Outside Plant Eng.) a contracting company was performing road after they performed there own locate. The company cut Windstream Fiber and Winstream splicers worked to repair the cable.	Local	RDDWNMXC	Replaced faulty hardware	1,631
491193	18-Apr-11	12:11 PM	NM_ESPN NM_DULC SITE CURRENTLY WITHOUT DIALTONE	Windstream Fiber and Winstream splicers worked to repair the cable.	Local	DULCNMXC	Repaired or replaced cut cable	1,969

Report 2 - Detail Outage Report

§ 54.313(a)(2) Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

- (i) At least ten percent of the end users served in a designated service area; or
- (ii) A 911 special facility, as defined in 47 CFR 4.5(e).
- (iii) Specifically, the eligible telecommunications carrier's annual report must include information detailing:

- (A) The date and time of onset of the outage;
- (B) A brief description of the outage and its resolution;
- (C) The particular services affected;
- (D) The geographic areas affected by the outage;
- (E) Steps taken to prevent a similar situation in the future; and
- (F) The number of customers affected.

Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
491164	12-May-11	12:20 PM	NN_HBBS NM_HBBN SITE CURRENTLY HAS NO DIALTONE	blown fuse replaced	Local	HBBSNMXB	Replaced faulty hardware	8,918
491193	15-May-11	9:14 PM	NM_ESPN_NMSNYS MMN:LG160-1600 IDT COMMUNICATIONS CHANNEL FAILURE	Win Tech SD, reseated Power supply cards for SNYS microwave. Spans have stayed in service since. waiting on Tech for reason-- never hear from Elmer-wfm closed with no comment HOST_NMESPN 11-06-01 11:44:37 WEDNESDAY RLS STATUS REPORT:	Local	SNYSNMXC	Replaced faulty hardware	2,171
491193	01-Jun-11	11:33 AM	NM_ESPN_NMTRAM PWR.0039:LGC=354- 08,09,10,11 POWER ALARM CORE_ENV NM_ESPN: DS1.0001:LSC=374 BOTH	ONLINE MISC CLK RNG SPN CFC-SPAN ESPF ----- -----	Local	TRAMNMXC	Replaced faulty hardware	285
491193	11-Jun-11	6:22 PM	MESSAGE SPANS ARE OUT OF SERVICE	Generator installed, site lost power	Local	SNYSNMXC	Reviewed companies emergency power policy	2,238

Report 2 - Detail Outage Report

§ 54.313(a)(2) Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

- (i) At least ten percent of the end users served in a designated service area; or
- (ii) A 911 special facility, as defined in 47 CFR 4.5(e).
- (iii) Specifically, the eligible telecommunications carrier's annual report must include information detailing:

- (A) The date and time of onset of the outage;
- (B) A brief description of the outage and its resolution;
- (C) The particular services affected;
- (D) The geographic areas affected by the outage;
- (E) Steps taken to prevent a similar situation in the future; and
- (F) The number of customers affected.

Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
491164	12-May-11	12:20 PM	NN_HBBS NM_HBBN SITE CURRENTLY HAS NO DIALTONE NM_ESPNDCO: DS1.0001:LSC=377 BOTH MESSAGE SPANS ARE OUT OF SERVICE	blown fuse replaced S.D REPLACED DEFECTIIVE LGHS CARDS ON THE C SIDE;RESTORD THE DEVICE;CONFIRMED DT	Local	HBBSNMXB	Replaced faulty hardware	8,918
491193	20-Jun-11	8:00 AM	NM_ESPN_NMSNYS DS1.0001:LSC=375,376,37 7 BOTH MESSAGE SPANS ARE OUT OF SERVICE	Microwave issues fixed. Per the local manager thru the WFM, the wind was causing the microwave tower to take errors. Assuming the wind has stopped enough to fix the issue.	Local	SNYSNMXC	Replaced faulty hardware	356
491193	21-Jun-11	1:35 PM	NM_ESPN_NMSNYS San Ysidro Microwave tower is taking errors affecting SNYS & JMSP wireline centers NM_ESPN_NMVLCT RLG.0009:RGR=334-04 IS OUT OF SERVICE	power restored	Local	VLCTNMXC	Reviewed companies emergency power policy	86
491193	12-Jul-11	8:20 AM	DS1.0001:LSC=375,374,37 6,377 BOTH MESSAGE SPANS ARE OUT OF SERVICE	Techs repaired microwave problems then I restored the BXC to get associated frames to load.	Local	SNYSNMXC	Replaced faulty hardware	2,700

Report 2 - Detail Outage Report

§ 54.313(a)(2) Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

- (i) At least ten percent of the end users served in a designated service area; or
- (ii) A 911 special facility, as defined in 47 CFR 4.5(e).
- (iii) Specifically, the eligible telecommunications carrier's annual report must include information detailing:

- (A) The date and time of onset of the outage;
- (B) A brief description of the outage and its resolution;
- (C) The particular services affected;
- (D) The geographic areas affected by the outage;
- (E) Steps taken to prevent a similar situation in the future; and
- (F) The number of customers affected.

Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
491164	12-May-11	12:20 PM	NN_HBBS NM_HBBN SITE CURRENTLY HAS NO DIALTONE	blown fuse replaced	Local	HBBSNMXB	Replaced faulty hardware	8,918
491193	14-Jul-11	6:30 AM	NM_ESPN: NM_SNYS RLS'S 375 THRU 377 ARE OUT OF SERVICE	NM_ESPN: NM_SNYS RLS'S 375 THRU 377 ARE OUT OF SERVICE/LOCAL PERSONNEL ADJUSTED THE MICROWARE UNIT;LOADED THE DEVICES (LSC'S AND LGC'S) FOR THE RLS'S;DIALTONE RESTORED;SENDING OUT CLOSING OUTAGE NOTIFICATION;	Local	SNYSNMXC	Scheduled Outage	2,700
491193	18-Jul-11	9:34 AM	NM_ESPN_NMSNYS MMN:LG160-1600 IDT COMMUNICATIONS CHANNEL FAILURE	micro wave restored outage cleared close ticket SERVICE FOR THE THE SAN YSIDRO REMOTE SITE HAS BEEN RESTORED;RADIO MICROWAVE HAS STABELIZED;	Local	SNYSNMXC	Replaced faulty hardware	2,932
491193	19-Jul-11	6:00 AM	NM_ESPNDKO: DS1.0001:LSC=377 BOTH MESSAGE SPANS ARE OUT OF SERVICE	NM_ESPN_NMSNYS MMN:LG160-1600 IDT COMMUNICATIONS CHANNEL FAILURE	Local	SNYSNMXC	Replaced faulty hardware	2,700
491193	15-Oct-11	11:15 PM	Worked w/ Lenard to reset several LGC PS's and NOC reloaded LGC's.		Local	SNYSNMXC	Replaced faulty hardware	345

Report 2 - Detail Outage Report

§ 54.313(a)(2) Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

- (i) At least ten percent of the end users served in a designated service area; or
- (ii) A 911 special facility, as defined in 47 CFR 4.5(e).
- (iii) Specifically, the eligible telecommunications carrier's annual report must include information detailing:

- (A) The date and time of onset of the outage;
- (B) A brief description of the outage and its resolution;
- (C) The particular services affected;
- (D) The geographic areas affected by the outage;
- (E) Steps taken to prevent a similar situation in the future; and
- (F) The number of customers affected.

Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
491164	12-May-11	12:20 PM	NN_HBBS NM_HBBN SITE CURRENTLY HAS NO DIALTONE	blown fuse replaced	Local	HBBSNMXB	Replaced faulty hardware	8,918
491193	06-Dec-11	7:00 AM	NM_ESPNDCO:NMLYBK: DS1.0001:LSC=373 BOTH MESSAGE SPANS ARE OUT OF SERVICE	NM_ESPNDCO:NMLYBK: DS1.0001:LSC=373 BOTH MESSAGE SPANS ARE OUT OF SERVICE/LOCAL TECH ELMORE CALLED IN AND STATED THAT THE SPANS WERE BACK UP;RESEATED SPAN CARDS;LOADED LSC'S AND LGC'S;CONFIRMED DIALTONE	Local	LYBKNMXC	Replaced faulty hardware	98
491193	06-Dec-11	9:59 PM	NM_ESPN_NMLYBK: DS1.0060:MAR=373,SPAN =1 SPAN IS OUT OF SERVICE - CGA LOCAL	NM_ESPN_NMLYBK: DS1.0060:MAR=373,SPAN=1 SPAN IS OUT OF SERVICE - CGA LOCAL;LOCAL TECH ELMORE REPAIRED DEFECTIVE CABLE FOR THE MESSAGE SPANS;LOADED THE LSC'S AND THE LGC'S;DIALTONE CONFIRMED	Local	LYBKNMXC	Repaired or replaced cut cable	98

Report 2 - Detail Outage Report

§ 54.313(a)(2) Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

- (i) At least ten percent of the end users served in a designated service area; or
- (ii) A 911 special facility, as defined in 47 CFR 4.5(e).
- (iii) Specifically, the eligible telecommunications carrier's annual report must include information detailing:

- (A) The date and time of onset of the outage;
- (B) A brief description of the outage and its resolution;
- (C) The particular services affected;
- (D) The geographic areas affected by the outage;
- (E) Steps taken to prevent a similar situation in the future; and
- (F) The number of customers affected.

Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
491164	12-May-11	12:20 PM	NN_HBBS NM_HBBN SITE CURRENTLY HAS NO DIALTONE	blown fuse replaced	Local	HBBSNMXB	Replaced faulty hardware	8,918
491193	17-Dec-11	6:15 AM	NM_ESPN_NMLYBK NM BOUNCING->34 in 60Min - both message links are back DS1.0001:LSC=373 BOTH up;couldn't find any trbl that MESSAGE SPANS ARE caused them to go down per OUT Elmer		Local	LYBKNMXC	Scheduled additional testing	98
491193	23-Dec-11	6:07 AM	NM_ESPN_NMLYBK DS1.0001:LSC=373 BOTH MESSAGE SPANS ARE OUT OF SERVICE Unknown	373 RESTORED, LINES RESTORED.	Local	LYBKNMXC	Replaced faulty hardware	98
491193	24-Dec-11	4:30 AM	NM_ESPN_NMCUBA_NM LYBK DS1.0001 LSC=373 BOTH MESSAGE SPANS ARE OUT OF SERVICE	Elmer called to close. Still one span out of service but RLS frame is back up. Verified in switch.	Local	LYBKNMXC	Replaced faulty hardware	98

Report 3 – Unfulfilled Request Report

§ 54.313(a)(3) The number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year. The carrier shall also detail how it attempted to provide service to those potential customers;

Service Area (SAC)	Wire Center	Held Orders	Held Due To
491193	ESPNNMXC	1	Cable full, added new plant

Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
491164	CBCVNMXA	3
491164	CRLBNMXA	1
491164	EUNCNMXA	2
491164	HBBSNMXA	1
491164	HBBSNMXB	1
491164	JAL NMXA	2
491164	LGTNNMXA	2
491164	LVNGNMXA	2
491193	ABIQNMXC	2
491193	ALTONMXC	2
491193	CAPTNMXC	2
491193	CHAMNMXC	1
491193	CHMYNMXC	3
491193	CNJLNMXC	2
491193	CUBANMXC	4
491193	DIXNNMXC	2
491193	DULCNMXC	1
491193	ELRTNMXC	2
491193	ESPNNMXC	2
491193	GLLNNMXC	3
491193	HLBONMXC	1
491193	JMSPNMXC	3
491193	LNDRNMXC	3
491193	LYBKNMXC	8
491193	OJCLNMXC	3
491193	RDDWNMXC	2
491193	RUDSNMXA	1
491193	RUDSNMXC	1
491193	SNYSNMXC	4
491193	TRAMNMXC	1
491193	TRCHNMXC	3
491193	TRCNNMxB	1
491193	TRCNNMXC	1
491193	VLCTNMXC	3
491193	VLRDNMXC	2

Report 5 - Service Quality and Emergency Certification

§ 54.313(a)(5) Certification that it is complying with applicable service quality standards and consumer protection rules

§ 54.313(a)(6) Certification that the carrier is able to function in emergency situations as set forth in §54.202(a)(2)

Response:

See report certification - Certifications include compliance with service quality standards, consumer protection, and the ability to function in emergency situations.

Report 6 - Company Price Offering Report

§ 54.313(a)(7) The company's price offerings in a format as specified by the Wireline Competition Bureau

Response: The Wireline Competition Bureau has not specified the format this data is to be provided in nor has this been approved by the Office of Management and Budget (OMB). This data will be provided once the OMB acceptance has been published in the Federal Register and the WCB has specified the format per FCC 11-161 ¶54.313(a)(7).

Report 7 - Holding and Operating Company Report

§ 54.313(a)(8) The recipient's holding company, operating companies, affiliates, and any branding (a "dba," or "doing-business-as company" or brand designation), as well as universal service identifiers for each such entity by Study Area Codes, as that term is used by the Administrator. For purposes of this paragraph, "affiliates" has the meaning set forth in section 3(2) of the Communications Act of 1934, as amended

Response: The Office of Management and Budget (OMB) has not approved this new requirement. This data will be provided once the OMB acceptance has been published in the Federal Register per FCC DA 12-147 II.A.12.

Report 8 - Tribal Land Information

§ 54.313(a)(9) To the extent the recipient serves Tribal lands, documents or information demonstrating that the ETC had discussions with Tribal governments that, at a minimum, included:

- (i) A needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- (ii) Feasibility and sustainability planning;
- (iii) Marketing services in a culturally sensitive manner;
- (iv) Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes; and
- (v) Compliance with Tribal business and licensing requirements. Tribal business and licensing requirements include business practice licenses that Tribal and non-Tribal business entities, whether located on or off Tribal lands, must obtain upon application to the relevant Tribal government office or division to conduct any business or trade, or deliver any goods or services to the Tribes, Tribal members, or Tribal lands. These include certificates of public convenience and necessity, Tribal business licenses, master licenses, and other related forms of Tribal government licensure.

Response: This requirement is not effective until April 1, 2013 per FCC DA 12-147 II.A.11.

Report 9 - Areas with no Terrestrial Backhaul Certification

§ 54.313(g) Areas with No Terrestrial Backhaul. Carriers without access to terrestrial backhaul that are compelled to rely exclusively on satellite backhaul in their study area must certify annually that no terrestrial backhaul options exist. Any such funding recipients must certify they offer broadband service at actual speeds of at least 1 Mbps downstream and 256 kbps upstream within the supported area served by Federal Communications Commission satellite middle-mile facilities. To the extent that new terrestrial backhaul facilities are constructed, or existing facilities improve sufficiently to meet the relevant speed, latency and capacity requirements then in effect for broadband service supported by the CAF, within twelve months of the new backhaul facilities becoming commercially available, funding recipients must provide the certifications required in paragraphs (e) or (f) of this section in full. Carriers subject to this paragraph must comply with all other requirements set forth in the remaining paragraphs of this section.

Response: No certification required. Windstream does not rely on satellite backhaul for its network.

Report 10 - Residential Local Service Rates Report

§ 54.313(h) Additional voice rate data. All incumbent local exchange carrier recipients of high-cost support must report only their flat rates for residential local service, as well as state fees that are below the local urban rate floor as defined in § 54.318 of this subpart, and the number of lines for each rate specified. Carriers shall report lines and rates in effect as of June 1.

No rates are below the \$10 floor in New Mexico.

			Res. Local			Mandatory		
			Service			EAS		
SAC	SPIN	Exchange	Charge	State SLC	State USF Fee	Charge	Loops	

Annual Report Certification

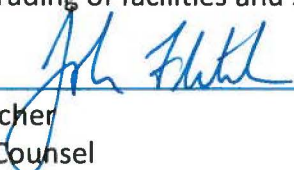
June 26, 2012

In accordance with FCC 11-161 ¶581, this form is to certify that all the information contained in this report is accurate to the best of my knowledge. I acknowledge my certification is subject to the penalties for false statements imposed under 18 U.S.C. §1001.

I, John Fletcher, am General Counsel for Windstream Communications and certify that I am authorized to execute this certification on behalf of Windstream and the facts set forth in this report are accurate to the best of my knowledge, information and belief.

Pursuant to the requirements under 47 C.F.R. §54.313(a)(5) and §54.313(a)(6) Windstream also certifies to the respective State Regulatory Commission that:

- 1) Windstream has established operating procedures designed to facilitate compliance with applicable consumer protection rules.
- 2) Windstream has established operating procedures designed to facilitate compliance with applicable service quality standards. Where applicable Windstream reports service quality standards to State Commissions.
- 3) Windstream has established operating procedures for emergency situations that will allow it to remain functional §54.202(a)(2).
- 4) Windstream certifies that all federal high-cost and CAF support was used in the proceeding calendar year and will be used in the new calendar year only for the provision, maintenance, and upgrading of facilities and services for which the support is intended.



John Fletcher
General Counsel
Windstream Communications
4001 Rodney Parham Rd.
Little Rock, AR 72212

Dated this 21 day of June, 2012

SUBSCRIBED AND SWORN to before me this 21 day of June, 2012



Notary Public : Sandra Blade

My Commission Expires: 8-2-16

